

## AMENDMENTS TO THE CLAIMS

Please amend Claims 1, 4, 5 and 8-12; cancel Claim 7 and add new Claims 13-19 as follows.

### LISTING OF CLAIMS

1. (currently amended) A method of managing an emergency call, the method comprising:

capturing an origination of the emergency call at an emergency dispatcher;

establishing voice communication between a remote station and the emergency dispatcher when the emergency dispatcher captures the emergency call;

determining whether messaging is desired during the voice communication; and

communicating with ~~a caller~~ the remote station using a messaging system ~~when voice communications are not desirable~~ without terminating the emergency call when the messaging is desired.

2. (original) The method of claim 1, further comprising determining the nature of the emergency by decoding dialed numbers.

3. (currently amended) The method of claim ~~[[2]]~~ 1, further comprising transmitting questions to the ~~caller~~ remote station using the messaging system.

4. (currently amended) The method of claim 1, further comprising transmitting controls to ~~a handset~~ the remote station, thereby causing the ~~handset~~ remote station to ring.

5. (currently amended) The method of claim 1, further comprising displaying questions to the ~~caller~~ remote station based on the content of ~~the~~ transmitted messages.

6. (original) The method of claim 5, further comprising converting the messages to graphical characters.

7. (canceled)

8. (currently amended) The ~~wireless~~ communication system of claim ~~[[7]]~~ 16, wherein the emergency dispatcher controls release of the emergency call.

9. (currently amended) The ~~wireless~~ communication system of claim ~~[[7]]~~ 16, wherein the messaging system uses the short messaging service.

10. (currently amended) The ~~wireless~~ communication system of claim ~~[[7]]~~ 16, wherein the messaging system uses the DTMF messages.

11. (currently amended) The ~~wireless~~ communication system of claim ~~[[7]]~~ 16, wherein the remote ~~caller~~ station appends a code to an emergency number to identify the nature of the emergency.

12. (currently amended) The ~~wireless~~ communication system of claim ~~[[7]]~~ 16, wherein ~~remote caller~~ the remote station responds to the messages using a telephone keypad.

13. (new) The method of Claim 1, wherein the determining step determines that the messaging is desired when it is required to obtain information from the mobile station without speaking.

14. (new) The method of Claim 1, further comprising:  
determining whether the messaging is not desired during the communication using the messaging system; and  
switching from the communication using the messaging system to the voice communication when the messaging is not desired.

15. (new) The method of Claim 1, further comprising:  
switching from the voice communication to the communication using the messaging system to obtain information from the remote station without speaking.

16. (new) A communication system comprising:

a voice communication system that transmits verbal messages;

a messaging system that transmits non-verbal messages;

a remote station which initiates an emergency call and communicates via the voice communication system and the messaging system; and

an emergency dispatcher which receives and captures the emergency call and communicates with the remote station via the voice communication system and the messaging system,

wherein the emergency dispatcher includes:

means for capturing an origination of the emergency call;

means for establishing voice communication with the remote station via the voice communication system when the emergency dispatcher captures the emergency call;

means for determining whether messaging is desired during the voice communication; and

means for communicating with the remote station using the messaging system without terminating the emergency call when the messaging is desired.

17. (new) The communication system of Claim 16, wherein the determining means determines that the messaging is desired when it is required to obtain information from the mobile station without speaking.

18. (new) The communication system of Claim 16, further comprising:

means for determining whether the messaging is not desired during the communication using the messaging system; and

means for switching from the communication using the messaging system to the voice communication when the messaging is not desired.

19. (new) The communication system of Claim 16, further comprising:

means for switching from the voice communication to the communication using the messaging system to obtain information from the remote station without speaking.